National Insurance Company Limited

IT Department

RFP for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software (off-the-shelf)

July 2022 version 1

NATIONAL INSURANCE COMPANY LIMITED
(OWNED BY THE GOVERNMENT OF PAKISTAN)
CUIN # 0041095

"SAY NO TO CORRUPTION"

TENDER NOTICE
(Ref No. NICL/Tender/IT/2022-5)

Invitation of Bids for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software (off-the-shelf)

National Insurance Company Limited (NICL) is a General Insurance Company owned by the Government of Pakistan, working under Ministry of Commerce. The management of NICL invites bids from IT solutions providers for installation and implementation of off-the-shelf HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software including complete migration of data of current software applications.

RFP may be downloaded from tenders section on NICL website on https://nicl.com.pk/ with any queries/clarifications required to be emailed to it@nicl.com.pk

Bidding shall be carried using single stage-two envelope procedure of PPRA rules involving submission of technical and financial bids in separate sealed envelopes clearly marked as **'Technical Bid for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software'** and **'Financial Bid for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software'** respectively. Bidders are required to submit sealed financial bid along with bid security of 4% of the total bid value in the form of pay order payable to 'National Insurance Company Limited'.

Sealed technical and financial bids may be submitted to IT department and address mentioned below by 3:00 pm on 22nd July 2022 with technical bids to be opened on the same day at 3:30 pm in the presence of the bidders and bid opening committee. Financial bids shall only be opened for qualifying technical bids at later stage.

Bidder must have registered head office in Karachi or Lahore or Islamabad including support office in Karachi

IT Department
5th Floor, NIC Building, Abassi Shaheed Road, Karachi
Tel: 021-99026512 Email: it@nicl.com.pk

Table of Contents

1. Name of Procuring Agency

'National Insurance Company Limited'

2. Statement of Work

- Sealed bids (single stage two envelope bidding procedure involving technical bids and financial bids submitted separately) are invited from reputed and experienced IT Solutions providers (bidder must be single registered entity having registered office in Karachi or Lahore or Islamabad with support office in Karachi) for deployment and implementation of off-the-shelf (ready to use) HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software. **Customized development of any software module shall not be entertained.**
- NICL requires integration among all the above modules along with migration of current software application data.

3. Scope of Work

- Development, Implementation, Training and Support for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software (all modules integrated) software as per current requirements of NICL.

4. Software Requirements (Mandatory)

HR Module (Web Based)

- Personnel
- Job Profiling
- Recruitment& Selection
- Performance Management
- Training& Development
- Correspondence
- Workflow
- Job profiling and Recruitment
- Performance management
- Training and development
- Correspondence management
- Parameter (designation, posts etc.)
- Employee Information (complete employee record including CNIC, Full Name, Father Name/Husband Name, Date of Birth, Gender, Joining Date, Last Transfer Date, Last Promotion Date, Gross Salary with uploading of scanned documents)
- Appointments
- Transfers

- Deputation Postings
- Resignation/Termination/Dismissal
- Acting Role/Charge
- Additional Role/Charge
- Job Descriptions
- Seniority List Report
- Employee Information Report
- Employee history Report

Payroll Module (Web Based)

- Employee Profile
- Salary processing
- Income Tax
- Leave Management
- Loans Management
- Overtime Calculation
- Bonus/Arrears Calculation
- Contributions
- Medical Reimbursement
- Final Settlement
- Salary Sheet Report
- Pay slip Report
- Income Tax Certificate Report
- Allowances report

Attendance Module (Web Based)

- Fetching attendance record from SQL Server database polled from attendance machines
- Shifts / Rosters
- Realtime attendance data on Self Service
- Leaves opening, closing, entitlement and posting
- Leave Request and Approval
- Penalty process
- Timesheet Reports
- Leave Reports
- Late Arrival and Absent Reports
- Admin User Management
- Late Adjustment
- Manual IN and OUT adjustment
- Sandwich deduction process (leaves and absents)

Provident Fund Module (Web Based)

- Membership at Joining/Confirmation
- Back Dated membership and arrear calculation
- Real time balances on Self Service for employees
- Online Loan/Withdrawal application as per the entitlement and approval workflow
- Profit calculation and distribution
- General Ledger accounting

Gratuity Module (Web Based)

- Contribution /accrual based
- Slab based entitlement
- Calculation at final settlement

Pension Module (Web Based)

- Calculation of Pension at retirement
- Monthly pension disbursement
- Family Pension
- Commutation

Final Settlement Module (Web Based)

- Calculation of dues and liabilities in different separation modes
- Pension calculation
- Loan recovery
- PF Contribution and profit payment
- Return of IT and other official assets

5. Software Technology Requirements

Software technology must be mentioned clearly and must be based on the following,

1. Microsoft SQL Server 2016 or later/Oracle 11g or later database
2. Windows Server Operating System (Windows Server 2016 or later)
3. ASP.Net Framework or Java (Front End)
4. Internet Information Services (IIS) or Tomcat
5. Crystal Report/Fine Report/Jasper Report

Total admin users must be at least 20 for each module with total users for employees must be 650. The employees must be provided with web based front-end self-service portal to check and update HR and Attendance Information along with leave application, PF withdrawal and Loan application etc.

Note:

- Software is required on on-premises basis
- Minimum proposed hardware and software (including operating system and database with versions) requirements must clearly be mentioned in technical bid.
- Hardware and Licenses for all the operating system and pre-requisite software above shall be arranged by NICL.

6. Bid Evaluation Criteria

The evaluation of bids shall be based on combined score of technical and financial evaluation with the following weightage:

Technical: 80%
Financial: 20%

Technical Evaluation shall be based on the following criteria,

S No	Assessment Criteria	Marks
1.	Company registration with registered office in Karachi or Lahore or Islamabad with support center in Karachi having experience in HR Solutions	20 Marks: 20 years + 15 Marks: 10 years + 10 Marks: 5 years 5 Marks: 3 years 0 Marks: Less than 3 years
2.	Past projects for similar solution in last 10 years	20 Marks: 10+ 15 Marks: 5+ 10 Marks: 3+

			5 Marks: 1
			0 Marks: None
3.	Proposed Team Experience in similar role for the company		20 Marks: 10 years +
			15 Marks: 5 years +
			10 Marks: 3 years +
			5 Marks: 2 years
			0 Marks: Less than 2 years
4.	Proposed Solution Quality		20 Marks: Fully compliant with additional features
			15 Marks: Fully compliant
			10 Marks: Partially compliant
			5 Marks: Basic features
			0 Marks: Not compliant
5.	Annual Turnover (PKR) (Last 5 years) for similar software sales		20 Marks: Above 200 million
			15 Marks: Between 150 to 199 million
			10 Marks: Between 100 to 149 million
			5 Marks: Between 25 to 99 million
			0 Marks: Below 25 million

Note:

- Minimum marks to qualify technical stage are 70
- Documentary evidence must be attached for each criteria mentioned above.
- NTN and Provincial Registration certificate must be attached in technical bid
- Affidavit declaring that bidder has not been blacklisted by any government organization must be attached in technical bid

7. Submission of Bid

- The bids must reach in the office of NICL located at IT Department, 5th Floor, NIC Building, Abbasi Shaheed Road, Karachi, by **22nd July 2022 at 3:00 pm PST.** Any bids submitted after this date and time will not be entertained.
- Bids submitted through telegraph, telex, fax, or e-mail shall not be considered.
- Bid received unsealed or after the deadline will be returned unopened to such bidder.
- Partial, incomplete, or conditional bids will not be entertained/considered.

8. Format of Bid

- Bidder shall submit bids in a sealed envelope with Name and Address of the bidder and clearly marked as "**Bid for HR, Payroll, Pension, Provident Fund, Gratuity and Attendance Software**" clearly mentioned in bold letters on the envelopes.
- The sealed envelope mentioned at (a) above shall contain two (2) separate sealed envelopes each containing the technical bid and the financial bid. The envelopes shall be clearly marked as **"Technical Bid for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software"** and **"Financial Bid for HR, Payroll, Attendance, Pension, Provident Fund and Gratuity Software"** in bold letters to avoid confusion.
- NICL will reject the bid if both the technical bid and the financial bid are not found to be in separate envelopes or not found to be sealed at the time of opening of the bid or the technical bid is found to include any financial information.

9. Technical Bid

- Technical bid shall be in separate envelope and sealed and as per Annexure-A
- The Technical Bid must also be responsive to requirements mentioned above under **Section 4, 5 and 6 above** and must not contain any financial charges.
- The bid opening committee of National Insurance Company Limited shall open all sealed technical bids on **22nd July 2022 at 3:30 pm PST** in the presence of bidders' representatives who choose to attend, in the office of NICL.

10. Financial Bid

- Financial Bid shall be in a separate envelope and sealed.
- Financial Bid shall be submitted on form at Annexure B.
- Bid Security of 4% of the total charges (Annexure B) in the form of pay order payable to 'National Insurance Company Limited' shall be included in Financial Bid.
- NICL bid opening committee will open financial bids of only technically qualified bidders and data and time of opening of financial bids shall be communicated via letter/fax/email to the address mentioned in the technical bids, in the presence of bidders' representatives who choose to attend, at the specified date, time and venue.
- Financial bids of non-qualified bidders will be returned unopened to the respective bidders and earnest money shall be refunded upon submission of written request thereafter.

11. Payments Schedule

Payments shall be made based on completion of each stage as per the following schedule (percentages of amount as S No 1 in Annexure-B while Annual Support charges at S No 2 in Annexure-B shall be paid once project is live)

Stage	Percentage
On project award	10%
On Installation/deployment in NICL	50%
On Data Migration and User Training	20%
On Project Sign off	20%

12. Bid Security

- Each bidder shall furnish, as part of the bid a **Bid Security of 4% of the total bid** in the form of pay order in favor of 'National Insurance Company Limited' valid for a period up to the bid validity date.
- Any bid not accompanied by an acceptable Bid Security shall be rejected by NICL as non-responsive.
- The bid securities of unsuccessful bidders will be returned upon award of contract to the successful bidder.
- The bid security of the successful bidder will be returned upon successful completion of completion and implementation of the services and issuance of NOC by Head of IT department.
- The Bid Security may be forfeited if the bidder withdraws his bid during the period of bid validity.

13. Project Completion Time

The project completion time from start date of signing of contract shall be **2 months** from signing of contract. Technical Bid must mention detailed project plan with estimated timeline for all deliverables.

14. Validity of Bid

Bids shall remain valid for a period of **90 days** from the date of deadline of submission of bid and bid validity should be mentioned clearly in the financial bids.

15. Clarification of RFP

A prospective bidder requiring any details regarding current software applications, or any clarification(s) related to the RFP may submit queries at **it@nicl.com.pk** at least 3 days prior to the deadline for submission of bids.

Annexure A – Performa for Technical Bid

Modules and Features	Yes/No
HR Module (Web Based) • Personnel • Job Profiling • Recruitment& Selection • Performance Management • Training& Development • Correspondence • Workflow • Job profiling and Recruitment • Performance management • Training and development • Correspondence management • Parameter (designation, posts etc.) • Employee Information (complete employee record including CNIC, Full Name, Father Name/Husband Name, Date of Birth, Gender, Joining Date, Last Transfer Date, Last Promotion Date, Gross Salary with uploading of scanned documents) • Appointments • Transfers • Deputation Postings • Resignation/Termination/Dismissal • Acting Role/Charge • Additional Role/Charge • Job Descriptions • Seniority List Report • Employee Information Report • Employee history Report	
Payroll Module (Web Based) • Employee Profile • Salary processing • Income Tax • Leave Management • Loans Management • Overtime Calculation • Bonus/Arrears Calculation • Contributions • Medical Reimbursement • Final Settlement • Salary Sheet Report	

- Pay slip Report - Income Tax Certificate Report - Allowances report	
Attendance Module (Web Based) - Fetching attendance record from SQL Server database polled from attendance machines - Shifts / Rosters - Realtime attendance data on Self Service - Leaves opening, closing, entitlement and posting - Leave Request and Approval - Penalty process - Timesheet Reports - Leave Reports - Late Arrival and Absent Reports - Admin User Management - Late Adjustment - Manual IN and OUT adjustment - Sandwich deduction process (leaves and absents)	
Provident Fund Module (Web Based) - Membership at Joining/Confirmation - Back Dated membership and arrear calculation - Real time balances on Self Service for employees - Online Loan/Withdrawal application as per the entitlement and approval workflow - Profit calculation and distribution - General Ledger accounting	
Gratuity Module (Web Based) - Contribution /accrual based - Slab based entitlement - Calculation at final settlement	
Pension Module (Web Based) - Calculation of Pension at retirement - Monthly pension disbursement - Family Pension - Commutation	
Final Settlement Module (Web Based) - Calculation of dues and liabilities in different separation modes - Pension calculation - Loan recovery - PF Contribution and profit payment - Return of IT and other official assets	

Annexure B – Performa Financial Bid

S. No	Services	Charges in PKR (inclusive of all applicable taxes)
1.	Off-the-Shelf Software Deployment, Implementation, Testing and Training including software license charges (inclusive of warranty and support for 1st year)	

Note:

- Technical Bid and Financial Bid must be as per performa above and signed and stamped by bidder.
- S No 1 in table in Annexure-B includes all aspects of the software proposed under technical bid.
- Bid validity shall be 90 days from the date of deadline for submission of bid.
- Bid Security of 4% of the total charges mentioned above in the form of pay order payable to 'National Insurance Company Limited' must be attached along with this form in sealed financial bid.